

As of December 2001, MDI licensed 88,526 agents, 7,369 brokers and 10,746 agencies. Renewal licenses were issued to 27,173 individuals and 4,179 agencies. There were 130,833 appointments and 97,298 terminations processed in 2001.

### *Personnel and employment*

MDI has several entry-level professional job classifications in which the minimum qualification for consideration is a four-year degree. Some of these classifications include:

*Insurance Product Analyst I*  
*Consumer Services Specialist I*  
*Accountant I*  
*Research Analyst I*

If you are interested in employment with the Missouri Department of Insurance, you may submit an unsolicited resume, call and request an official application or write to: Missouri Department of Insurance; Attention: Personnel Office; P.O. Box 690; Jefferson City, MO 65102-0690. The personnel office telephone number is (573) 751-6798. TDD (573) 526-4536 for hearing impaired.

Current employment opportunities are listed on the MDI Internet site — <http://www.insurance.state.mo.us>

*MDI is an equal opportunity employer and encourages minorities and women to apply for positions within the department.*

*Missouri Department of Insurance*  
*P.O. Box 690*  
*Jefferson City, MO 65102-0690*

# Missouri Department Of Insurance



*The Department of Insurance regulates the insurance industry in Missouri and provides consumer protection to the insurance-buying public.*

# Missouri Department of Insurance

Missouri's Department of Insurance, established in 1869, oversees the financial solvency and market conduct of more than 1,825 insurance companies licensed to operate in the state. MDI also has authority over almost 10,746 insurance agencies, 83,341 agents and 7,369 brokers.

Department offices are located in four sites – the Truman and Jefferson State office buildings in Jefferson City and branch facilities in Kansas City and St. Louis. About 226 employees work in those offices while another 80 examine companies in the field.

Insurance plays an important role in the Missouri economy. The Missouri premium tax rate is 2 percent. For 2001, total premium taxes certified for collection was \$151.4 million compared to the 2000 tax collection amount of \$148.3 million. Of the 1,825 insurers active in Missouri, 281 are domiciled here.

Four divisions operate within the department: Financial Regulation, Market Regulation, Consumer Affairs and Resource Administration.

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## Financial Regulation

The Division of Financial Regulation conducts financial analyses and examinations of insurers domiciled in Missouri to verify their financial condition. The division also ensures that company operations comply with Missouri laws, regulations and accepted insurance accounting practices. Financial examinations of 66 companies were concluded in 2001. This division also monitors daily operations of insurance companies in receivership.

Sections within the division include financial examination, financial analysis, surplus line and taxation.

## Market Regulation

The Division of Market Regulation monitors the performance of insurers in the marketplace. Sections within the Division of Market Regulation include: market conduct examination, life and health, managed care, property and casualty and statistics.

Market conduct examiners review insurers' operations including marketing, claims handling, policies and rates. Market conduct examinations of 28 insurers were concluded in 2001.

The life and health, managed care, and property and casualty sections review policy contracts, rules and rate filings. The Statistics Section analyzes and publishes industry, trend and market data.

## Consumer Affairs

The Division of Consumer Affairs assists the public in resolving complaints, providing information to consumers on insurance policies and provisions, and investigating alleged acts of insurance fraud and agent and other licensees' misconduct.

In 2001, the division responded to 67,317 inquiries and 5,672 complaints. The division conducted 450 investigations involving brokers, agents and agencies and recovered \$15.5 million for consumers.

Consumer affairs includes the consumer services, investigations and title sections.

The division's branch offices respond to consumer concerns in those regions.

Consumers may call the MDI Consumer Hotline at 1-800-726-7390, the Kansas City branch at (816) 889-2381 and the St. Louis branch at (314) 340-6830.

## Resource Administration

The Division of Resource Administration consists of the licensing, information systems, budget, receiverships and support services sections.

The Licensing Section handles licenses for agents, agencies, brokers, surplus line brokers, bail bond agents, and public adjusters.